



MINISTRY OF EDUCATION
STATE DEPARTMENT OF VOCATIONAL AND TECHNICAL TRAINING
MASINGA TECHNICAL AND VOCATIONAL COLLEGE
P. O BOX 181 – 90141 MASINGA. Cell Phone 0746327094



Email: info@masingatechnical.ac.ke Website: www.masingatechnical.ac.ke

MASINGA TECHNICAL AND VOCATIONAL COLLEGE SERVICE CHARTER

No.	Service rendered	Course Requirements	Charges	Time frame of service delivery	Service Point
1	Application for courses	<ul style="list-style-type: none"> ➤ Application letter ➤ Copies of Result slip/ Certificate ➤ Leaving certificate/ I.D ➤ ID card ➤ Passport photo ➤ Birth certificate 	Free	As advertised	Registrar Office
2	Communication to qualified applicants	<ul style="list-style-type: none"> ➤ Proper mailing address ➤ Mobile number 	Free	1 day after selection	Registrar Office
3	Admission	<ul style="list-style-type: none"> ➤ Register with Registrar upon arrival. 	Ksh1,000.00	20 minutes	Registrar Office
4	Accommodation	<ul style="list-style-type: none"> ➤ Accommodation provided around in privately owned hostels 	As per the hostel owner's rate	20 minutes	Dean's Office
5	Teaching and training	<ul style="list-style-type: none"> ➤ Trainees abide by academic policy ➤ Rules ➤ Regulations ➤ School fee payment 	As per the approved college fees structure	Course duration	Classrooms, Laboratories and workshops
6	Administer exams	<ul style="list-style-type: none"> ➤ To register for exams one should meet all the requirements of the examination body KNEC, CDACC or any other examination body. 	As stipulated by the examining body	KNEC & CDACC series March, July & Nov	Registrar Office
7	Release of internal / external exams	<ul style="list-style-type: none"> ➤ As per term's schedule of events. 	Free	As per term's schedule of events or examining body schedule	Registrar Office
8	Clearance & Issuing of leaving certificate	<ul style="list-style-type: none"> ➤ Completed course 	Free	2 weeks	Dean's Office
9	Registration of continuing students	<ul style="list-style-type: none"> ➤ Qualified as per academic policy ➤ School fee payment 	As per course fees structure	45 minutes per student	Registrar Office
10	Issuing of students identification card	<ul style="list-style-type: none"> ➤ Receipt ➤ Passport photo 	Ksh500.00	4 weeks after admission	Dean's Office

11	Enquiry and reception services	➤ Be courteous & specific in your request. Make clear & specific enquiries	No Fee.	Immediately	Reception Office
12	Response to telephone calls	➤ Call MTVC on TEL: 0746327094	No Fee	Immediately	Reception Office
13	Response to written communication	➤ MTVC contacts P.O BOX 181- 90141, MASINGA, KENYA Email: info@masingatechnical.ac.ke	No Fee	As soon as possible	Principal's office
14	Resolving Public Complaints	➤ Provide accurate and sincere information on the Complaint	No Fee	Depends on complaint	Principal's office